

WHERE CAN YOU GET ASSISTANCE

If you would like independent advice or support about your complaint, the following organisations may be able to help:-

- [Independent Complaints Advocacy Service](#)
- [Citizens Advice Bureau \(CAB\)](#) or visit www.citizensadvice.org.uk
- [NHS England](#)
- [Action against Medical Accidents \(AVMA\)](#) or visit www.avma.org.uk
- Patient Advice and Liaison Services ([PALS](#)), telephone 01372 735 933

WHAT TO DO NEXT IF YOU ARE STILL UNHAPPY:

If you are not satisfied with the way we have dealt with your complaint, you can make a request for an independent review by contacting:

Parliamentary and Health Service Ombudsman,
Millbank Tower
Millbank London, SW1P 4QP

Telephone enquiries:

0345 015 4033 (fax 0300 061 4000).

Email: phso.enquiries@ombudsman.org.uk

Website address: www.ombudsman.org.uk

PLEASE REMEMBER:

- We want you to let us know if you are unhappy or have a suggestion about how we can do things better.
- All complaints are treated in the strictest confidence.
- Making a complaint will not affect your treatment or care

8 The Derby Square, Epsom, Surrey, KT19 8AG

Telephone: 01372 726361

Website: derbymedicalcentre.nhs.uk

Patient Information Leaflet

COMMENTS, COMPLAINTS & SUGGESTIONS



Making your experience count

The doctors and staff at The Derby Medical Centre are committed to providing high quality health care and services to patients. This patient information leaflet explains how you can comment, compliment or complain about the service you have received.

If you wish to comment or compliment our services please visit:

<https://www.derbymedicalcentre.nhs.uk/services/give-feedback-or-make-a-complaint/>

As part of the NHS system, we operate a Practice complaints procedure which meets the national criteria.

HOW TO COMPLAIN

It is best to tell a member of staff about any concerns or problems as soon as they arise and they will try to sort them out. If your problem cannot be sorted out in this way, and you wish to make a complaint, please let us have the details. The sooner we look into the matter the easier it will be to establish what happened. It is always recommended that you try to raise your complaint in writing as this helps to make sure there is an accurate record of the concerns raised for everyone. You can do this by writing to the surgery address or using the online [Surgery Feedback form](#) and stating clearly that it is a Formal Complaint. Complaints should be made in writing so, if you make a complaint verbally, we will write to you summarising your complaint to ensure we have understood it. There is a limit of a maximum of 12 months for making a complaint. In exceptional circumstances, it may be possible to investigate the issue outside this time if there are good reasons why the matter could not be raised earlier and if it is still possible to investigate it.

If you need support with writing your Formal Complaint, please contact the [Health Complaints Advocacy Service](#).

However, you can still make your Formal Complaint by phoning or visiting the surgery. When you do the surgery will advise you of the next steps.

Please visit our [Contact Us](#) page on our website for our contact details.

If you write your own letter or use the [Surgery Feedback Form](#), you need to include:

- The patient's full name
- The patient's date of birth

Details of what you are complaining about, including where possible,

- Dates
- Times
- Names of people involved if you know these

Alternatively, if you would prefer not to complain directly to the surgery, you can send your complaint to NHS Surrey and Sussex ICB, which is responsible for investigating complaints regarding GP services in Surrey and Sussex.

You can contact them as follows:

Telephone: 0300 561 2500

Email: syheartlandsicb.complaints@nhs.net

Post:

NHS Surrey and Sussex ICB

Block C, 1st Floor, Dukes Court,

Woking

Surrey

GU21 5BH

WHAT YOU CAN EXPECT

We will acknowledge your complaint within three working days of receipt and invite you to discuss the manner in which your complaint will be dealt with, including the timescale.

There are several ways for your complaint to be resolved e.g.

- over the phone
- at a meeting
- with a written response

It helps us if you can give us as full details as possible about your complaint.

We will look into your complaint to:-

- find out what happened and whether something went wrong
- invite you to discuss the problem with those involved, if appropriate
- apologise where this is appropriate
- identify what we can do to make sure the problem does not happen again.

WHO CAN COMPLAIN?

Anyone who is receiving a service, or has received a service, can complain. You can complain for yourself or for someone else. We may need to disclose information from the patient's medical records. If you complain for a friend or relative you must have their written consent to represent them unless they are incapable of providing this. If the patient has died or lacks capacity we will need proof that you are an appropriate person as determined by law.